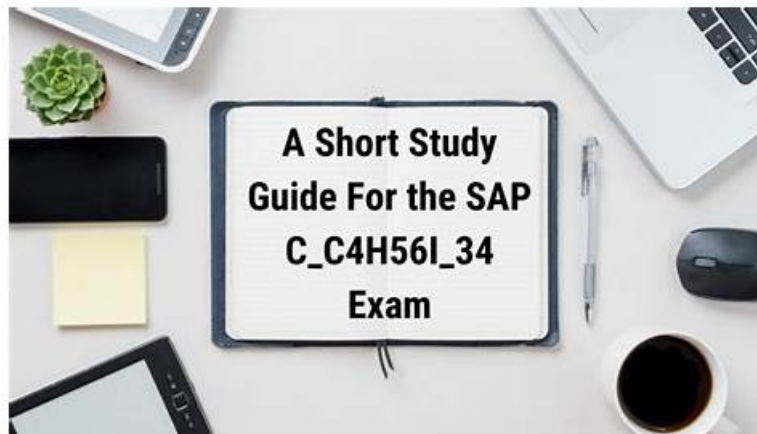


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SAP C_C4H56I_34 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Cases: This topic equips SAP Consultants with the processes for handling customer cases, including creation, updates, and resolution. Techniques for routing cases to suitable agents and setting up escalation rules are highlighted, ensuring efficient case management and escalation handling for superior customer service.
Topic 2	<ul style="list-style-type: none">Service Objects: This topic introduces SAP Consultants to the creation and customization of service objects that facilitate the management of specific service requests. Linking service objects to cases is also discussed, ensuring effective organization and improved case handling in the service lifecycle.
Topic 3	<ul style="list-style-type: none">Service Elements: SAP Consultants delve into configuring service level agreements (SLAs) to uphold service delivery standards, establishing workflows with approval mechanisms, and implementing feedback tools for customer satisfaction. These elements ensure structured and customer-focused service operations.
Topic 4	<ul style="list-style-type: none">Master Data: This topic familiarizes SAP Consultants with essential processes for managing master data, including customer data creation, maintenance, and archival. It also delves into managing service offerings and product data to align with business needs. Data migration strategies are explained, ensuring the successful import of existing records into SAP Service Cloud while maintaining data integrity.

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SAP Certified Application Associate - SAP Service Cloud Version 2 Sample Questions (Q27-Q32):

NEW QUESTION # 27

Which objects can you assign when you create a user? Note: There are 2 correct answers to this question.

- A. User profile
- B. Employee role
- C. Business role
- D. Security policy

Answer: B,C

Explanation:

When you create a user in SAP Service Cloud Version 2, you can assign two objects: a business role and an employee role. A business role defines the access rights and the user interface layout for a user. An employee role defines the organizational unit and the reporting line for a user. You cannot assign a security policy or a user profile when you create a user. A security policy defines the password rules and the login restrictions for a user. A user profile defines the personal settings and preferences for a user. These objects are either assigned automatically or configured by the user themselves. References = Creating Business Roles; Set Up Guide for SAP Service Cloud Version 2, page 9

NEW QUESTION # 28

Which of the following actions can a service agent perform in the Customer Hub in Agent Desktop?

Note: There are 3 correct answers to this question.

- A. Create a new e-mail message or a new case from the What Would You like to do? area
- B. Launch a customer survey
- C. View customer details
- D. Edit customer details
- E. Access interactions and notes in the timeline tab

Answer: A,C,E

Explanation:

In the Customer Hub, agents can:

- * View customer details (D): Basic information, account hierarchy, etc.
- * Create emails/cases via What Would You Like to Do? (B): Quick actions for customer engagement.
- * Access interactions/notes in the timeline (E): Historical records of calls, cases, and notes.
- * Editing customer details (A) requires specific permissions and is not universally allowed.
- * Launching surveys (C) is typically managed via separate processes, not directly in the Customer Hub.

References:

- * SAP Help Portal: Customer Hub Agent Actions
- * SAP Documentation: Agent Desktop Capabilities

NEW QUESTION # 29

You have integrated Microsoft Teams with SAP Service Cloud Version 2.

Where can service agents start sharing workspaces for cases by clicking on the Share Workspace icon? Note: There are 2 correct answers to this question.

- A. In the case
- B. In the case worklist
- C. In the interaction log
- D. In Agent Desktop

Answer: A,D

NEW QUESTION # 30

What are the prerequisites for integrating external systems into Agent Desktop? Note: There are 2 correct answers to this question.

- A. SAP Build Apps
- B. Machine learning
- C. SAP Cloud Integration
- D. SAP Event Mesh

Answer: A,C

NEW QUESTION # 31

Where can the administrator configure which event types must be visible in the timeline of the Customer Hub screen?

- A. In the timeline configuration
- B. In the Customer Hub screen configuration
- C. The event types are enabled by default and cannot be changed.
- D. In the general configuration of Agent Desktop

Answer: A

NEW QUESTION # 32

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